

[REDACTED]

From: [REDACTED]
Sent: 16 September 2019 17:38
To: NBP Mapping
Cc: [REDACTED]
Subject: Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area

Follow Up Flag: Follow up
Flag Status: Completed

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Dear [REDACTED],

As Broadband Officer in Cork County, I wish to make some County wide observations relevant to the present Public Consultation Process on Conclusion of the NBP Mapping Exercise for the Intervention Area.

Observation No. 1

Many property occupiers in blue designated areas will report an experience of broadband speeds at the lower end of the spectrum (30 down/6 up). On examination it will be apparent that an eir FTTC upgrade will most likely have taken place but the connection from the cabinet to the premises continues to rely on such a length of copper cable that substantial transmission losses are occurring over the cable. In parallel with the roll-out of the National Broadband Plan, it is my opinion that focus on infrastructural upgrades in the areas presently designated blue will continue to be required so that broadband speeds in these areas will not lag behind speeds that will be available in the Eir300K and Amber areas


Observation No. 2

As Broadband Officer I will have been notified by individual and group submissions of problematic broadband experiences in premises located in the Blue (Commercial) areas of the present National Broadband Map . Such problematic experiences will be compounded by severe contention on the connection causing speeds to degenerate to near zero. Attached below is a list of areas where I have been advised of difficult broadband usage experiences:

- Cobh (Rushbrook, Cluain Ard, Elmwood, Bayview, Hilltop, Bishops St, Carrignafof, Connolly St., Ballyvoloon)
- Monkstown
- Ballygarvan
- Newmarket
- Rathcormack
- Castlelyons
- Scoil Barra, Innishmore, Ballincollig, [REDACTED]
- Youghal
- Union Hall
- Haven Hill, Kinsale
- Lady's Cross Estate, Clonakilty
- Inis Alainn Estate, Bandon
- Mount Rivers Estate, Carrigaline
- Seaview, Church Rd., Carrigaline
- Earls Well, Waterfall
- Saleen, Cloyne
- Glan Darra, Watergrashill
- Lombardstown

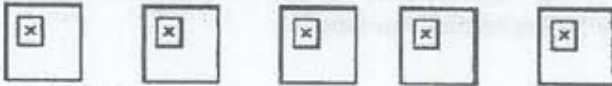
Bearing in mind the GDPR implications of the submissions I have received, I limited any identifiers to that of the school building in Ballincollig.

Regards, [REDACTED]
For and on behalf of Cork County Council

Broadband Officer, Cork County Council	 ENGINEERS IRELAND cpd ACCREDITED MEMBER www.engineersireland.ie
Environment Dept., Inniscarra, Co. Cork [REDACTED]	
☎ Landline: [REDACTED]	
☎ Internal: [REDACTED]	
☎ E-mail: [REDACTED]	

In order to process your query, it may be necessary for Cork County Council to collect Personal information from you. Such information will be processed in line with our privacy statement which is available to view [here](#)

D'fhonn do cheist a phr?ise?il, d'fh?adfadh s? a bheith riachtanach do Chomhairle Contae Chorca? faisn?is phearsanta a bhaili? uait. D?anfar an fhaisn?is sin a phr?ise?il de r?ir ?r r?iteas pr?obh?ideachta at? ar f?il le breathn? [anseo](#)



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[REDACTED]

From: [REDACTED]
Sent: 17 September 2019 11:48
To: NBP Mapping
Cc: [REDACTED]
Subject: RE: Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area

Follow Up Flag: Follow up
Flag Status: Completed

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Dear [REDACTED],

Many thanks for your response to my e-mail regarding the present broadband mapping exercise and for bringing the status of your present consultation map to my attention.

I have cross checked the areas I identified as having broadband connectivity issues with your consultation map and find for the most part that your consultation map picks up the difficult broadband connectivity spots I identified in my original e-mail. Additionally, your public consultation exercise is picking up many additional difficult broadband connectivity spots that had not been brought to my attention.

Accordingly, I consider there to be little value in adding to my original submission as it would appear to simply duplicate some of the data already collected.

Regards,
[REDACTED], Broadband Officer for Cork County Council.

From: [REDACTED]
Sent: Monday 16 September 2019 17:55
To: [REDACTED]
Subject: RE: Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area

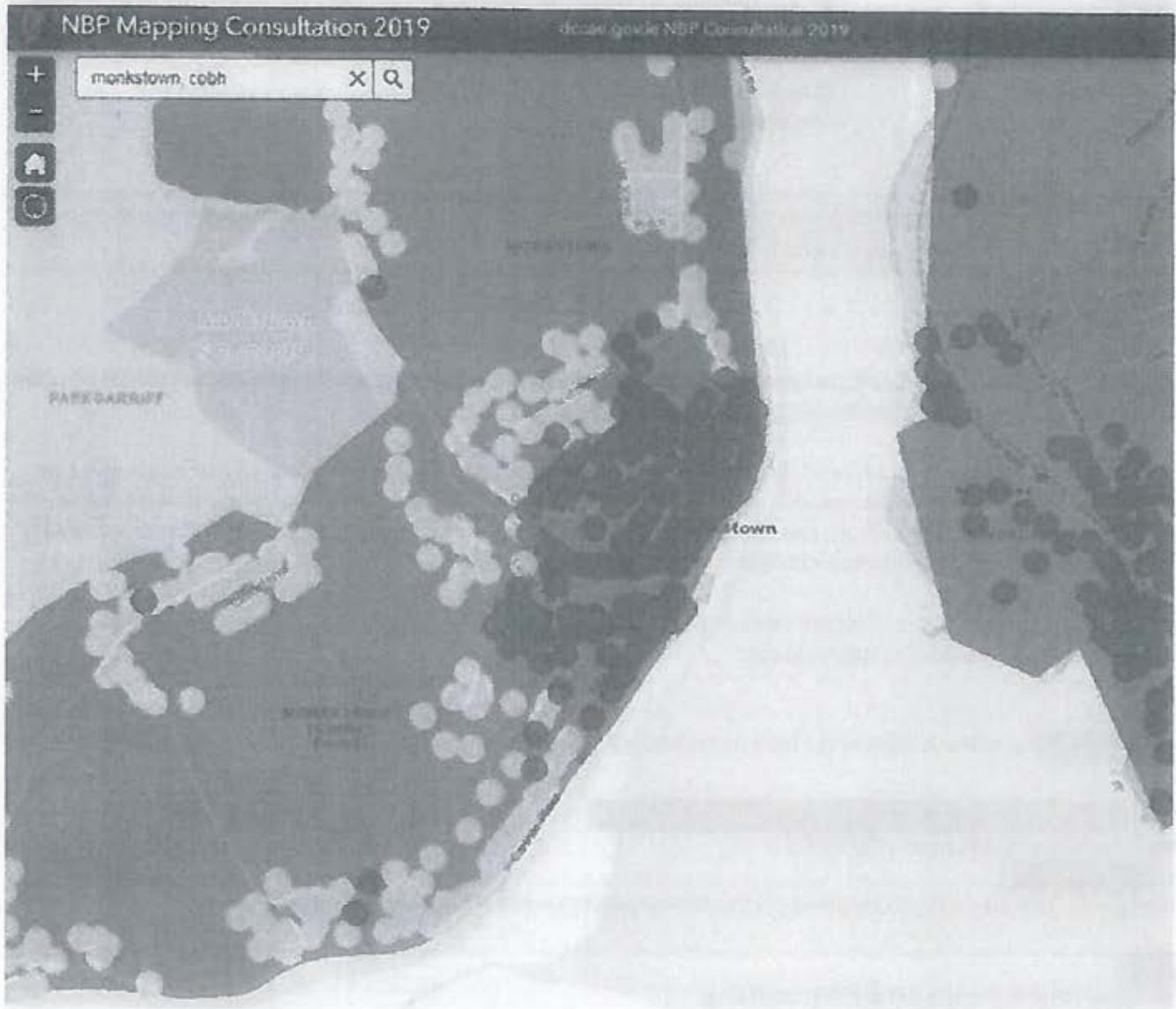
[REDACTED]
Thank you for your email and for the submission.

In relation to Observation No. 2 and to advise you from a GDPR perspective the Department would not publish or pass on details contrary to GDPR. I would note the information in this regard at the end of the consultation (which I set out below*). However, in order to assess your submission we would need to collate more information than you have provided. For example, the Eircodes of the relevant properties, details of any providers contacted and the issues experienced.

Some of these Eircodes we may already have captured (see screenshot of [our Consultation Map](#) of Monkstown in Cobh where the purple dots indicate premises where the Department's analysis shows premises in Blue which are not receiving a high speed broadband service). In order to have as complete a picture as possible, the Department is seeking specific information of other premises which should also be identified as not receiving a service - preferably on an Eircode/premises basis.

I would suggest you provide as much detail as you can of the relevant areas (if necessary you can limit premises information to Eircodes only as these by themselves are not determined to be "personal information" in the context of GDPR) and submit again to nbpmapping@dcae.gov.ie.

Many thanks again



*Responses to this consultation are subject to the provisions of the Freedom of Information Act 2014 and Access to Information on the Environment Regulations 2007-2014. Confidential or commercially sensitive information should be clearly identified in your submission, however parties should also note that any or all responses to the consultation are subject in their entirety to the provisions of the FOI Acts and are likely to be published on the website of the Department of Communications, Climate Action and Environment.

By responding to the consultation, respondents consent to their name being published online with the submission. The Department will redact personal addresses and personal email addresses prior to publication. We would draw your attention to the Department's privacy statement:

The Department of Communications, Climate Action and the Environment requires responders to provide certain personal data in order to provide services and carry out the functions of the Department. Your personal data may be

exchanged with other Government Departments and Agencies in certain circumstances, where lawful. Full details can be found in our Data Privacy Notice which is available [here](#) or in hard copy on request.

[REDACTED]
National Broadband Plan

E: [REDACTED]

T: [REDACTED]

Roinn Cumarsáide, Gníomhaithe ar son na hAeráide & Comhshaoil

Department of Communications, Climate Action & Environment

29-31 Bóthar Adelaide, Baile Átha Cliath, [REDACTED]

29-31 Adelaide Road, Dublin, [REDACTED]



European Union
European Regional
Development Fund

From: [REDACTED]

Sent: 16 September 2019 17:38

To: NBP Mapping

Cc: [REDACTED]

Subject: Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area

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Dear [REDACTED],

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Observation No. 2





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- Monkstown
- Ballygarvan
- Newmarket
- Rathcormack
- Castlelyons

- Scoil Barra, Innishmore, Ballincollig, [REDACTED]
- Youghal
- Union Hall
- Haven Hill, Kinsale
- Lady's Cross Estate, Clonakilty
- Inis Alainn Estate, Bandon
- Mount Rivers Estate, Carrigaline
- Seaview, Church Rd., Carrigaline
- Earls Well, Waterfall
- Saleen, Cloyne
- Glan Darra, Watergrashill
- Lombardstown

Bearing in mind the GDPR implications of the submissions I have received, I limited any identifiers to that of the school building in Ballincollig.

Regards, [REDACTED]
 For and on behalf of Cork County Council

Broadband Officer, Cork County Council Environment Dept., Inisscarra, Co. Cork [REDACTED]		 <small>cpd ACCREDITED MEMBER</small> www.enr.ie
	Landline: [REDACTED]	
	Internal: [REDACTED]	
	E-mail: [REDACTED]	

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D'fhonn do cheist a phr?ise?il, d'fh?adfadh s? a bheith riachtanach do Chomhairle Contae Chorca? faisn?is phearsanta a bhaili? uait. D?anfar an fhaisn?is sin a phr?ise?il de r?ir ?r r?iteas pr?obh?ideachta at? ar f?il le breathn? [anseo](#)



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Tá eolas sa teachtaireacht leictreonach seo (agus b'fhéidir sa chomhaid ceangailte leis) a d'fhéadfadh bheith príobháideach nó faoi rún. Is le h-aghaidh an duine/na ndaoine nó le h-aghaidh an aonáin atá ainmnithe thuas agus le haghaidh an duine/na ndaoine sin amháin atá an t-eolas. Murab ionann tusa agus an té a bhfuil an teachtaireacht ceaptha dó bíodh a fhios agat nach gceadaítear nochtadh, cóipeáil, scaipeadh nó úsáid an eolais agus/nó an chomhaid seo. Más trí earráid a fuair tú an teachtaireacht leictreonach seo cuir, más é do thoil é, an té ar sheol an teachtaireacht ar an eolas láithreach. Deimhnítear leis seo freisin nár aims odh víreas sa phost seo tar éis a scanadh.

In order to process your query, it may be necessary for Cork County Council to collect Personal information from you. Such information will be processed in line with our privacy statement which is available to view [here](#)

D'fhonn do cheist a phróiseáil, d'fhéadfadh sé a bheith riachtanach do Chomhairle Contae Chorcaí faisnéis phearsanta a bhailiú uait. Déanfar an fhaisnéis sin a phróiseáil de réir ár ráiteas príobháideachta atá ar fáil le breathnú [anseo](#)



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From: [REDACTED]
Sent: 20 September 2019 10:34
To: NBP Mapping
Cc: [REDACTED]
Subject: Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area

Follow Up Flag: Follow up
Flag Status: Completed

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Hi,

I'm emailing this list as advised below, as we are unable to confirm if an adequate broadband service installation can be provided at these locations.

Customer	Area on Map	Eircode	Information on Investigation
1	Blue	[REDACTED]	Issues with Current Service.
2	Blue	[REDACTED]	Issues with Current Service.
3	Blue	[REDACTED]	Housing estate, no connection available. The properties are located on the edge of Crossmolina town, on the Ballina road. The eircode [REDACTED] Crossmolina is [REDACTED]
4	Light Blue	[REDACTED]	Still waiting on Connection.
5	Blue	[REDACTED]	Original Issue with Eircode.
6	Light Blue	[REDACTED]	Issue with connection.

Kind Regards,



[REDACTED]
Broadband Department
Mayo County Council

Email: [REDACTED]
Phone: [REDACTED]; **Mobile:** [REDACTED]
Location: Mayo House, Moneen, Castlebar, Co Mayo. Eircode [REDACTED]
Website: www.mayo.ie | www.mayococo.ie

From: [REDACTED]
Sent: Thursday 19 September 2019 11:43
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Broadband Queries

Hi [REDACTED]

As discussed, please go ahead and include these Eircodes into the consultation as part of your submission.

If there is follow up required with operators we can do this post consultation.

Regards,

Emma

--
[REDACTED], Communications Team
National Broadband Plan Division

--
Roinn Cumarsáide, Gníomhaithe ar son na hAeráide & Comhshaoil
Department of Communications, Climate Action & Environment

29-31 Bóthar Adelaide, Baile Átha Cliath, [REDACTED]
29-31 Adelaide Road, Dublin, [REDACTED]

--
T + [REDACTED]
[REDACTED] www.dccae.gov.ie

[REDACTED]

From: [REDACTED]
Sent: 30 September 2019 16:25
To: NBP Mapping
Cc: [REDACTED]
Subject: Submission re Mapping

Follow Up Flag: Follow up
Flag Status: Completed

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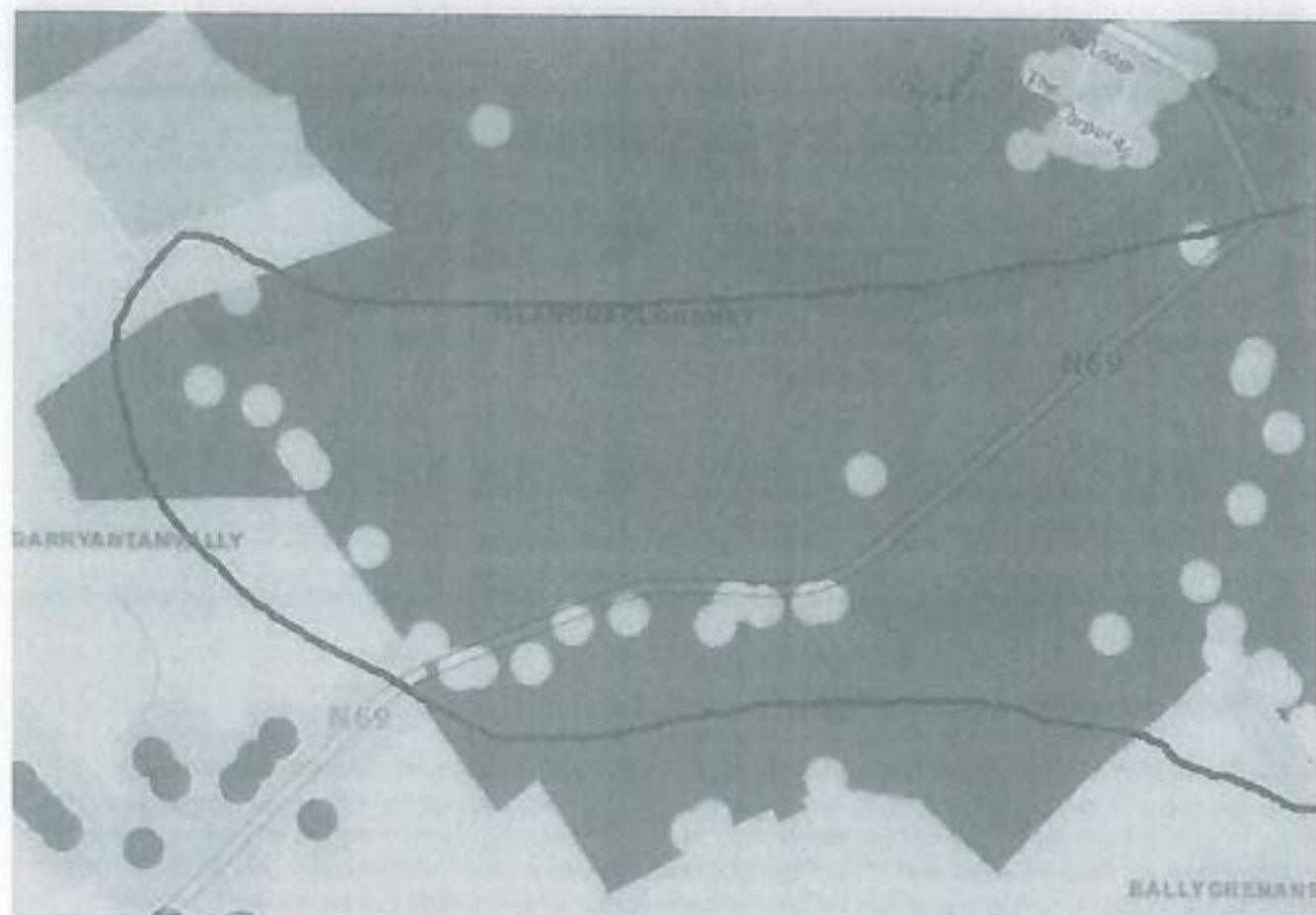
In relation to the Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area as BBO for Kerry I would like to make the following points;

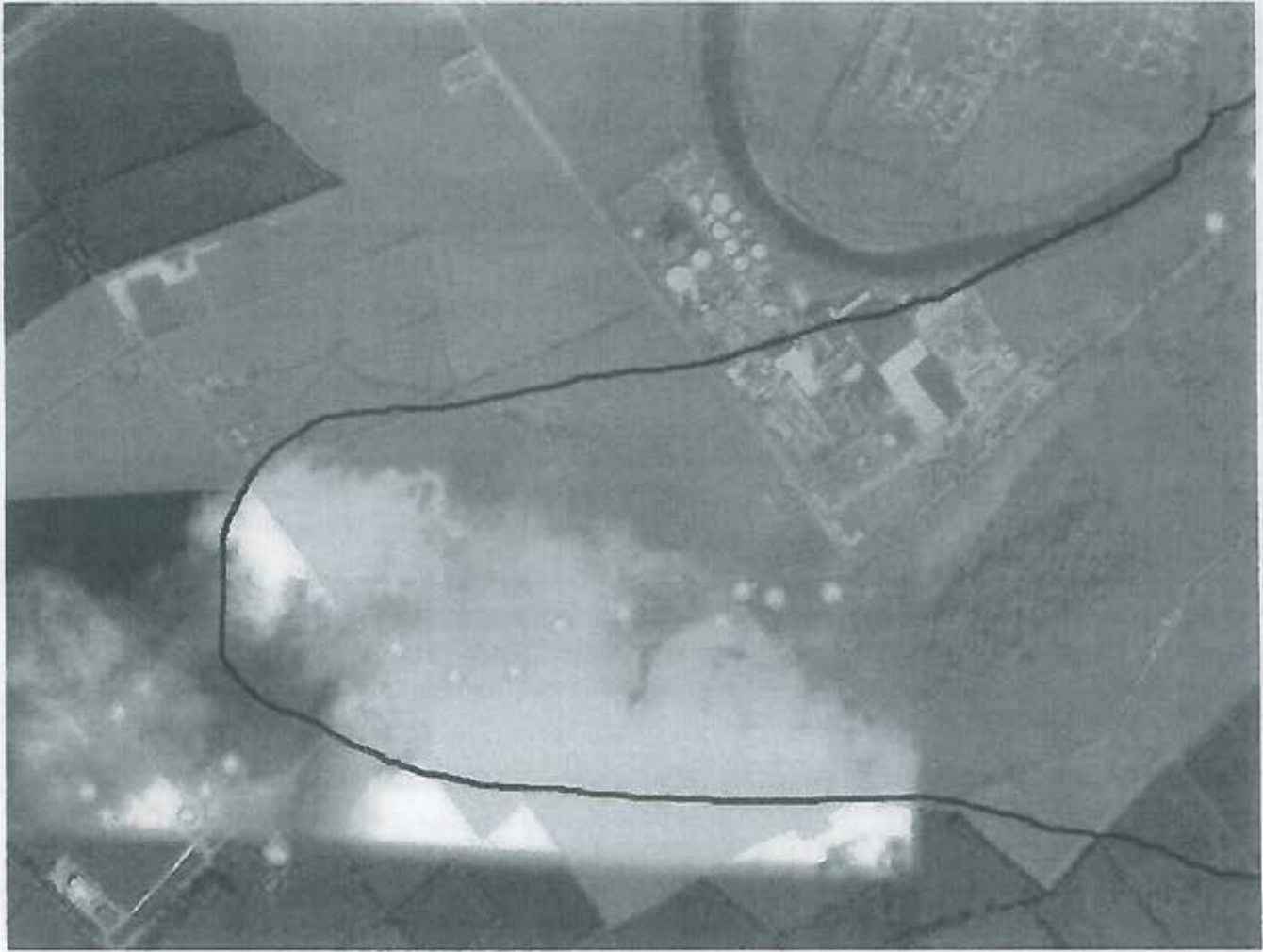
- **New Builds within the Light Blue Area.**

During the Eir 300k rollout I have received a number of calls from both members of the public and elected representatives in relation to difficulties in customers who have recently constructed a house situated along a 300k route. They have been unable to get a connection as they might yet not have an eir code or when they do have an eir code they have been informed that it is not 'assigned to a distribution point' and therefore outside of the 300k scope. This is proving very frustrating for these householder when the fibre is outside their property and they cannot get connected. I can supply examples if required and with permission of householders.

- **Amber Areas on the verge of villages and towns**

Properties in Dark Blue areas were removed where no service was actually available and identified with Amber Dots. A lot of these properties were on the edge of towns and villages. These have been picked up by the 300k rollout and are now highlighted with Green dots on the Fibre Rollout map from eir. Example of Listowel below:



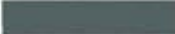


The DCCA Map should be updated to include these additional properties pick up as part of 330k rollout.

- **Finishing out of Cul de Sacs - Gaps**

In September 2017 BBO were asked to examine the Eir rollout and identify additional properties which should be added within a set criteria. As part of this exercise in Kerry it was identified that the Eir rollout was in a large number of instances stopping short of finishing out cul de sacs. Due to the peninsular and coastal nature of the County there area large number of such Cul de Sacs in Kerry. In some instances fibre has been rolled out down all of a cul de sacs only to stop short of the last house. I can provide examples of this if required. I would recommend that this exercise is revisited urgently before Eir resources are diverted to FTTH in villages and Towns. The BBOs are well placed to identify these locations. It does not make economic sense that NBI will now be expected to rollout additional fibre over Eir fibre to reach the last house of these cul de sacs. Following a re-examination and again within a set criteria an additional number of properties should be added to the 300k per County.

Regards


BBO – Kerry County Council

From: NBP Mapping
Sent: 20 September 2019 17:26
Cc: [REDACTED]
Subject: Information Note re NBP Mapping @consultation -short extension

[Caution: External Sender] Use care when opening attachments or clicking links unless you can verify the sender.

Dear Broadband Officers

Thanks to the many BBOs who made a submission to the NBP Mapping Consultation.

A number of submissions have been received from small operators requesting a further extension to enable the finalisation of submissions currently under preparation and the Department has decided to grant a further extension to conclude at 5.00pm on Monday 30th September, 2019.

While this further extension is being agreed in order to facilitate a number of small operators, any operator/citizen, who may have made a submission by the notified closing date of 20th September, 2019 and who may wish to augment their submission or for whom the additional extension would facilitate the finalisation of a submission is entitled to avail of this extension.

Please note that no further requests for extensions will be entertained under any circumstances.

NBP Mapping Team

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Tá [Eircode](#), an córas postchóid nua d'Éirinn, beo anois. Tá Comhairle Contae Chiarraí i mbun oibre le Eircode chun seachadadh seirbhísí a fheabhsú do gach duine. Go luath beimid ag lorg do chuid Eircode - anseo tá samplaí d'ár gcód: Áras an Chontae [REDACTED] Oifig Ceantair Chill Airne [REDACTED] Oifig Ceantair Lios Tuathail [REDACTED] Oifig Ceantair Chill Orglan [REDACTED] Seirbhísí Comhshao [REDACTED]

[Eircode](#) – Ireland's new national postcode is up and running. Kerry County Council has commenced our journey with Eircodes to make the delivery of services better for everyone. Soon we'll be seeking your Eircodes - here are some of ours: County Buildings, Tralee [REDACTED] Killarney MD [REDACTED] Listowel MD [REDACTED] South & West MD, Killorglin [REDACTED] Environmen [REDACTED]

From: [REDACTED]
To: NBP Mapping
Subject: NBP – Conclusion of Mapping Exercise for the Intervention Area Pre Deployment - [REDACTED]
Date: 17 September 2019 13:47:30
Attachments: BroadbandComments.doc

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(Attn [REDACTED])

Dear [REDACTED]

Re 2019_NBP_Mapping_Consultation.pdf

“NBP – Conclusion of Mapping Exercise for the Intervention Area Pre Deployment” - [REDACTED]”

My attached contribution is in response to the following invitation in Section E of the consultation document:

"Stakeholders may also submit other comments or observations which do not fall under the above mentioned categories."

I hope that my comments / observations fall within the spirit and scope of this invitation.

Sincerely

[REDACTED]

[REDACTED]

Ireland.

Tel: [REDACTED]
Fax: [REDACTED]
Web: [REDACTED]

Re NBP Conclusion of Mapping Exercise for the Intervention Area Pre Deployment - [REDACTED]

Comments / observations.

[REDACTED] is a technology company providing data services globally from its base in [REDACTED] Co Donegal.

The [REDACTED] premises, in [REDACTED] Industrial Estate, EirCode [REDACTED] are in an area marked as Blue on the NBP Map.

This Blue area corresponds to the Green area on the eir fibre coverage map.

It appears that in eir's rural fibre plan it was deemed in advance that premises in Green areas would achieve download speeds of at least 30 Mbps using copper, ie "Fibre to the Cabinet" and so were excluded from "Fibre to the Premises" connection. It is not at all clear how the Green areas were identified.

The connection to the [REDACTED] premises has never reached a 30 Mbps download speed: on a "good" day the speed may peak at about 25 Mbps, but typically it is much poorer.

The eir Fibre area (light Blue in the NBP map) runs close to our premises; more exactly, we are about eight existing poles away from the nearest pole with Fibre.

Despite representations made direct to various parties we have been unsuccessful in securing an eir Fibre connection.

We have been informed that our premises has been entered on a database in the Department logging premises within Blue areas that cannot access a high speed broadband (ie at least 30 Mbps download and 6 Mbps upload) where intervention may be necessary.

A possible intervention would be to persuade eir to extend Fibre to our premises.

Our needs are pressing. [REDACTED] is one of the largest employers in this rural area. With expected growth, we hope to scale employment in the area, but this may not be possible with the current connectivity limitations.

At present, more than 20 staff must share the very poor connection for their daily work.

Ironically, some staff living a short distance away in the eir Fibre area can enjoy 1Gbps connections to their home.


We need an early resolution.

From: nbpmapping@dcae.gov.ie
To: NBP Mapping
Subject: New Submission
Date: 17 September 2019 13:53:15

Conclusion of the Mapping Exercise

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]



National Broadband Plan

Conclusion of the Mapping Exercise

Submissions: nbpmapping@dcae.gov.ie

The Department of Communications Climate Action and Environment is running a consultation on the National Broadband Plan Map.

We would like to hear from you if you have a problem accessing a high speed broadband service for your home or business.

Issues may include placing an order, getting connected, and/or getting the service you have ordered.

Name:
[REDACTED]

[Redacted]

[Redacted]

[Redacted]

Location on NBP Map
Blue in Light Blue

Detail of correspondence with service providers:
With Eir at the moment

Detail of issue experienced:
Problem with very slow speeds, videos especially are very bad

In some cases queries may need referral to operators after the consultation has concluded.

Has permission been given to pass on details supplied to the relevant operator(s) in the course of investigating any issues?

Yes

Responses to this consultation are subject to the provisions of the Freedom of Information Act 2014 and Access to Information on the Environment Regulations 2007-2014. Confidential or commercially sensitive information should be clearly identified in your submission, however parties should also note that any or all responses to the consultation are subject in their entirety to the provisions of the FOI Acts and are likely to be published on the website of the Department of Communications, Climate Action and Environment.

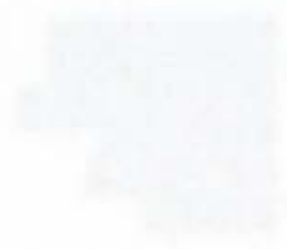
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personal data in order to provide services and carry out the functions of the Department. Your personal data may be exchanged with other Government Departments and Agencies in certain circumstances, where lawful. Full details can be found in our Data Privacy Notice which is available on our website or in hard copy on request.

Department of Communities, Local Government and Planning
At Royal Victoria College, Lambeth, London SE1 7AA

For more information on our services, please contact us on 020 7 925 0000 or visit our website at www.gov.uk



Information on our services and how we use your data is available on our website at www.gov.uk. We will only use your data for the purposes for which we have collected it, unless we have your permission or the law requires us to do so. We will not share your data with other organisations unless we have your permission or the law requires us to do so. We will retain your data for as long as we need it to provide our services to you. If you have any questions about our use of your data, please contact us on 020 7 925 0000 or visit our website at www.gov.uk.

Our services are provided by the Department of Communities, Local Government and Planning. We are a public body and our services are provided free of charge. We are committed to providing high quality services to our customers and to ensuring that our services are accessible to all.

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2018

Information on our services and how we use your data is available on our website at www.gov.uk.

Information on our services and how we use your data is available on our website at www.gov.uk.

From: [REDACTED]
To: [REDACTED]
Subject: Fwd: Broadband - new build - Waterford
Date: 28 August 2019 16:43:28

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Hi there

[REDACTED]

It is a new estate.

I have been told by eir, Vodafone and Pure Telecom that broadband not available. And Virgin Media. I have no written correspondence. A KN technician was here today (on behalf of Pure who said it was 50:50 there was broadband available) and said the cables haven't been pulled through yet. I have been told by someone on sales call that open eir operates more or less as it pleases, not clarity really on whether you're in planning or on a list or anything.

If I knew it would be 6 months or 12 months I could get mobile broadband (which I don't really want to get) but in a limbo don't want to sign up to a contract.

Given people are in a limbo like this all around the country it would be great to have a system where you have a timeframe of when broadband will be available.

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]


[REDACTED]

From: nbpmapping@dcaae.gov.ie
To: NDP.Mapping
Subject: New Submission
Date: 18 September 2019 14:10:33

Conclusion of the Mapping Exercise

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]



National Broadband Plan

Conclusion of the Mapping Exercise

Submissions: nbpmapping@dcaae.gov.ie

The Department of Communications Climate Action and Environment is running a consultation on the National Broadband Plan Map.

We would like to hear from you if you have a problem accessing a high speed broadband service for your home or business.

Issues may include placing an order, getting connected, and/or getting the service you have ordered.

Name:
[REDACTED]

[Redacted]

[Redacted]

[Redacted]

Location on NBP Map
Blue

Detail of correspondence with service providers:

Currently with Three however the speeds are very poor. Signal drops in and out. Other operators New Wave however no uptake.

Detail of issue experienced:

Currently with Three however the speeds are very poor. Signal drops in and out. Other operators New Wave however no uptake.

In some cases queries may need referral to operators after the consultation has concluded.

Has permission been given to pass on details supplied to the relevant operator(s) in the course of investigating any issues?

Yes

Responses to this consultation are subject to the provisions of the Freedom of Information Act 2014 and Access to Information on the Environment Regulations 2007-2014. Confidential or commercially sensitive information should be clearly identified in your submission, however parties should also note that any or all responses to the consultation are subject in their entirety to the provisions of the FOI Acts and are likely to be published on the website of the Department of Communications, Climate Action and Environment.

By responding to the consultation, respondents consent to their name being published online with the submission. The Department will redact personal addresses and personal email addresses prior to publication. We would draw your attention to the Department's privacy statement:

The Department of Communications, Climate Action and the Environment requires responders to provide certain personal data in order to provide services and carry out the functions of the Department. Your personal data may be exchanged with other Government Departments and Agencies in certain circumstances, where lawful. Full details can be found in our Data Privacy Notice which is available on our website or in hard copy on request.

Department of Communications, Climate Action and the Environment
At Room 6, 100, South Circular Road, Dublin 8, D08 VY20, Ireland

From: [REDACTED]
To: NBP Mapping; Broadband
Subject: NBP Mapping Exercise/ Fiber issue.
Date: 17 September 2019 16:06:55
Attachments: [pastedImage.png](#)
[pastedImage.png](#)
[Outlook-ykquy1ki.png](#)
[31723381_2138564682826219_2413425729455783936_n.jpg](#)
[31740063_2138564859492868_3137637995306287104_n.jpg](#)
[31743519_2138564882826199_514097715496353792_n.jpg](#)
[31755210_2138564422826245_8758481186143076352_n.jpg](#)
[31768743_2138564566159564_6332513787110752256_n.jpg](#)
[photo.bmp](#)
Importance: High

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Dear NBPmapping,

Im writing this email regards the high speed broad band map, i would like to be part of the Consultation on Conclusion of the NBP Mapping Exercise for the Intervention Area. Below you can see a mail that was previously sent on **05.03.2018** regards the issue.

We previously were customers of Virgin Media but the service was stopped by the provider due to damaged cables and we were told they do not have permission to repair them as they are crossing private property. The cable is still there today, unpaired and services unavailable. (please see the photos attached to the email)

We are currently with Eir on a 12mb/s connection, even tho our neighbours who live 15-20 metres away have access for high speed broadband 120mb/s+

Full address:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

We would greatly appreciate if this can be looked into,

Regards,
[REDACTED]

Current speed as of 17.09.2019



From: [REDACTED]

Sent: Monday 5 March 2018 12:15

To: broadband@dcae.gov.ie

Subject: Fiber problem.

To whom it may concern,

I am writing this email regards high speed fiber broadband mapping, for the past few years my current broadband provider has been saying that its unavailable in my area even tho its covered and my neighbours have high speed fiber.

Could you please look into this, thanks.



